

Denti-Cal Bulletin



VOLUME 23, NUMBER 20

P.O. BOX 15609 SACRAMENTO, CALIFORNIA 95852-0609

MAY 2007

ACCEPTABLE FORMS OF BENEFICIARY IDENTIFICATION

Providers are reminded that they are required to make a good-faith effort to verify a beneficiary's identity by matching the name and signature on the Beneficiary Identification Card (BIC) with that on a photo identification card.

Some, but not all, examples of photo ID are:

- ◆ A California Driver's license.
- ◆ An identification card issued by the Department of Motor Vehicles.
- ◆ Any other document which appears to validate and establish identity.

Per Welfare & Institutions (W&I) Code 14018.2(c), this provision "shall not apply to:

"(1) Persons 17 years of age and under.

"(2) Persons in long-term care.

"(3) Persons receiving emergency services."

The provider must retain a copy of this identification in the beneficiary's record. If a claim is submitted that is in conflict with a previously paid claim (for example, restoring a tooth that history shows was previously extracted), Denti-Cal will request a copy of the beneficiary's identification to verify the services are being provided to the appropriate beneficiary. If the provider cannot provide necessary beneficiary identification, payment or authorization will be denied.

For additional information, please refer to W&I Code 14017, 14017.5, 14018, and 14018.2(c). If there are any questions, please call the Denti-Cal Telephone Service Center at (800) 423-0507, or visit the Denti-Cal Web site (<http://www.denti-cal.ca.gov>).